

Healthy Options Adult

Single Item Measure

Question 33

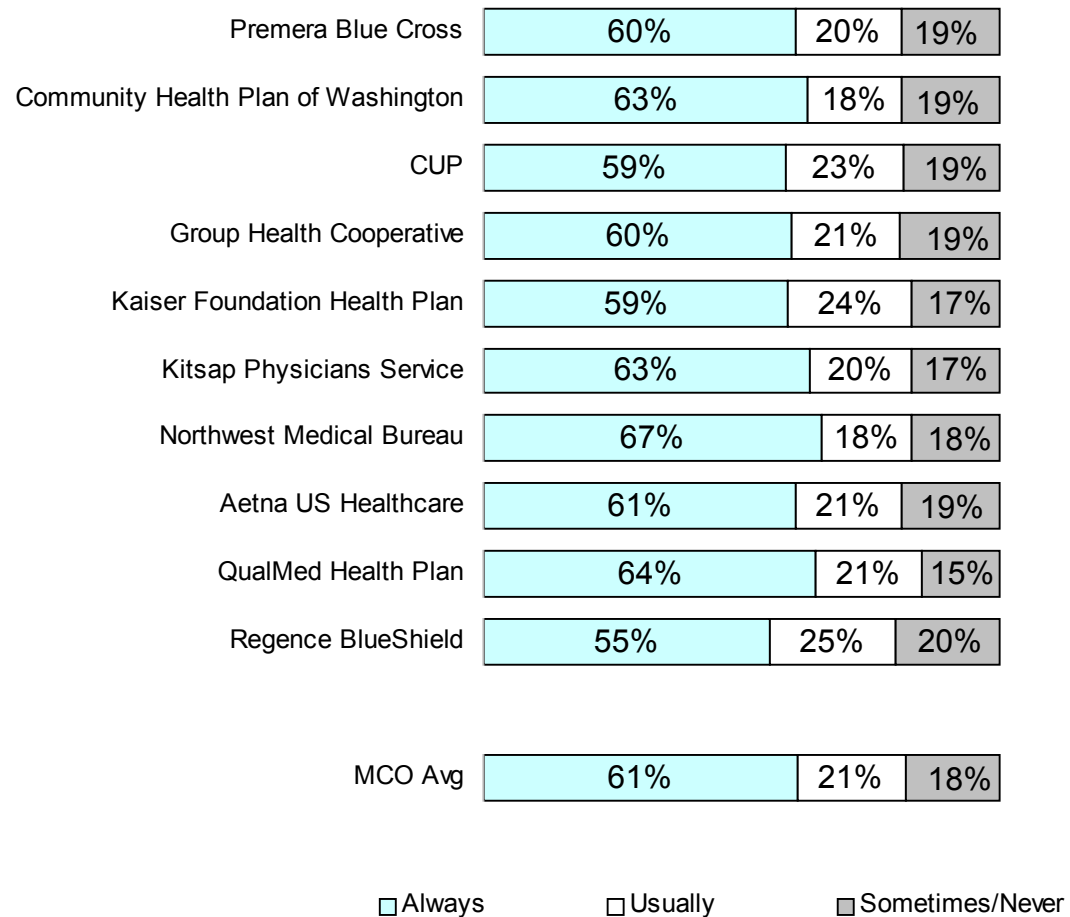
Survey respondents were asked:

“In the last 6 months, how often were you involved as much as you wanted in these decisions about your health care?”

Note:

This question was answered by people who indicated decisions had been made about their health care in the first 6 months of 1998.

Q33 Patients involved as much as wanted in own care decisions (N=1,967)



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Question 46

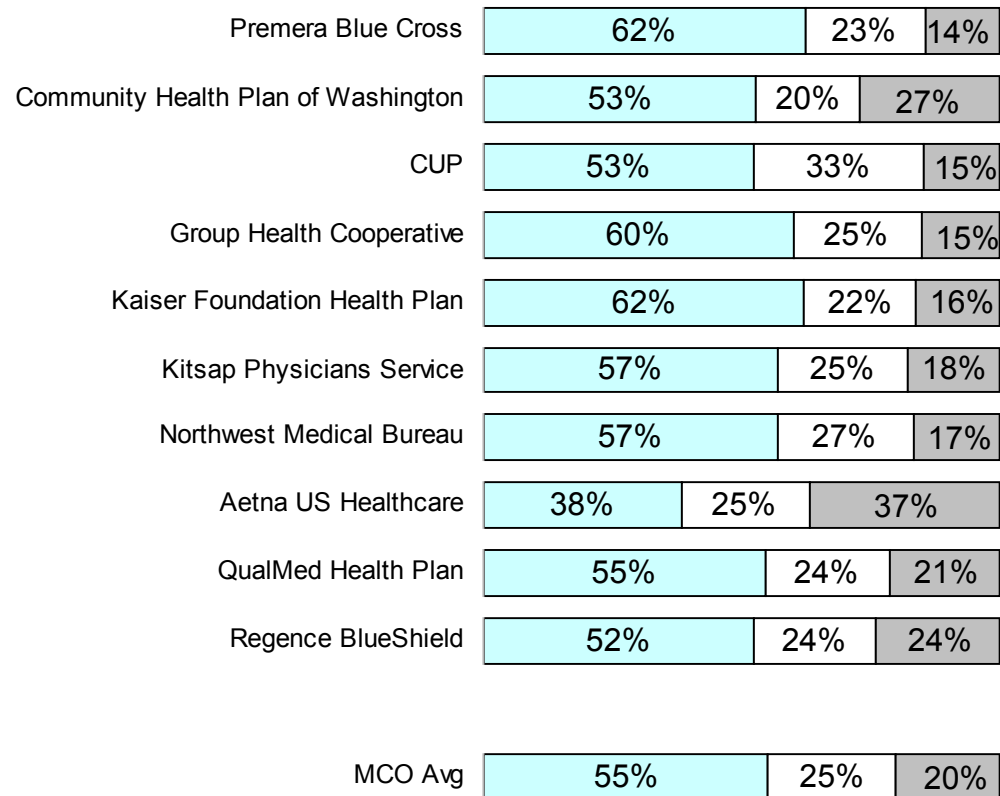
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your health plan’s customer service?”

Note:

This question was answered by people who indicated they had called health plan’s customer service in the first 6 months of 1998.

Q46 Problems getting help needed from health plan's customer service (N=1,620)



☐ Not a problem

☐ Small problem

☐ Big problem

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Question 52

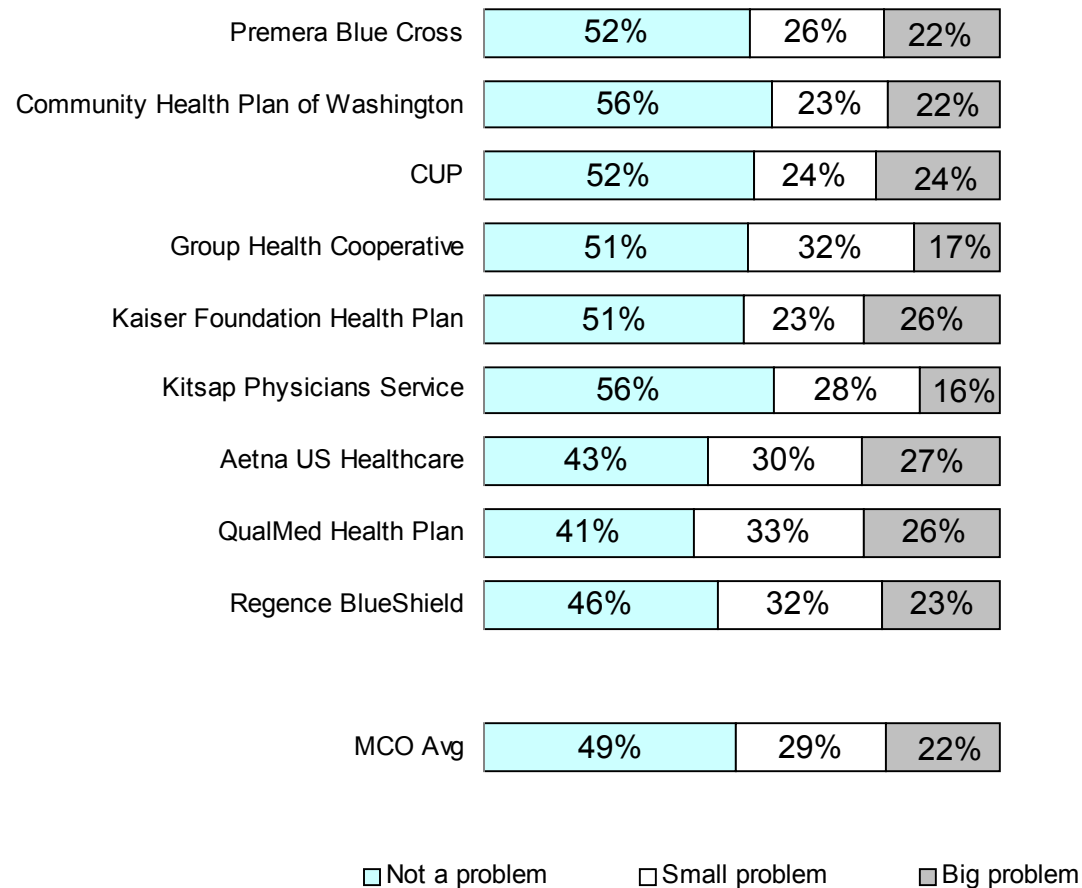
Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, did you have with paperwork for your health plan?”

Note:

This question was answered by people who indicated they had had some experience with paperwork for their health plans in the first 6 months of 1998.

Q52 Problems with health plan's paperwork (N=1,051)



Results are not reported for Northwest Medical Bureau due to small number of responses (N<85) to this question for the plan.

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Question 55

Survey respondents were asked:

“In the last 6 months, how much of a problem, if any, was it to get your prescription medicine at the drug store or pharmacy?”

Note:

This question was answered by people who indicated they did get a new prescription or had a prescription refilled in the first 6 months of 1998.

Q55 Problems getting prescription medicine (N=3,211)

